

1. A method for routing telephone calls at customer premises having a telephony switch, individual telephones connected to the telephony switch, and computer workstations including video display units (VDUs) connected on a local area network (LAN) also coupled to the telephony switch, wherein individual ones of the computer workstations are located proximate individual ones of the telephones, the method comprising steps of:

- (a) receiving a telephone call at a telephony switch connected to telephones at individual telephones at the customer premises;
- (b) providing identifying data for the telephone call to a client-server router;
- (c) determining a routing for the call at one of the computer workstations by use of a client interface, and transmitting the routing determination to the client-server router via the LAN connection ; and
- (d) routing the telephone call by the client-server router according to the determination transmitted to the client-server router via the LAN connection from the client interface application.

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